



# Troubleshooting Tips

LALP-99-159

**If you are denied access at a badge reader,**

**The problem could be . . .**

**You should . . .**

Your Annual Security Refresher is not current. If you have had your clearance for over a year, is your Annual Security Refresher up to date?

(Please note that the Employee Development System automatically provides advance notice of expiration.)

Contact your group office or your Division Training Generalist to find out when you last took the Annual Security Refresher. If expired, the Annual Security Refresher can be completed on line at the Virtual Training Center:

[www.lanl.gov/labview/training/training.html](http://www.lanl.gov/labview/training/training.html)

If you do not have access to a computer, call your group office to make arrangements.

Your clearance status changed. Was your clearance suspended, revoked, or downgraded?

If you need more information about your new clearance status, contact the S-6 Clearance Processing Team located at TA-3, Bldg. 105, west of the Badge Office (7-7253).

Your clearance reinvestigation papers are past due.

Submit your papers to the S-6 Clearance Processing Team.

You recently switched to a different employer (subcontractor or UC).

(1) Your new employer did not submit a clearance transfer request. (Your clearance must be transferred to your new employer.)

(2) You did not complete a Security Termination Statement with your previous employer.

Ask your supervisor to verify whether a clearance transfer request was submitted to the S-6 Clearance Processing Team.

Go to the S-6 Clearance Processing Team and complete a Security Termination Statement.

You reported a legal name change to the S-6 Clearance Processing Team but did not replace your badge.

Go to the Badge Office to get a new badge.

The magnetic stripe cannot be read. Is the magnetic stripe physically damaged or could it have been demagnetized?

Go to the Badge Office to get a new badge.

If all else fails, contact the Badge Office ([badge@lanl.gov](mailto:badge@lanl.gov) or 7-6901).